



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Role / Title: Executive Assistant to the Director of Operations
Reports to: Director of Operations
Also Supports: Renewal Programme Director and the Operations team

Overall Purpose of the Job:

To provide effective and comprehensive Executive Assistant support to the Director of Operations of the Royal Opera House, ensuring efficient and effective working of the Operations office and high-quality relationship and contact management.

The Operations Office:

The Director of Operations is responsible for the management of the following functions of the Royal Opera House: Facilities, Information Technology, Orchestra Administration, Planning, Technical and Production, and Visitor Experience – together some 500 members of ROH staff. They also oversee several key organisational projects.

The main accountability of the Director of Operations is to ensure that the right people, processes, technology and infrastructure are in place to deliver the ROH plan operationally, while continuously driving improvements in cost, efficiency and safety. Key to this is the Renewal programme, a schedule of interdependent special projects contributing to a 10/15-year plan of upgrade, renewal and modernisation of our estate, technology and facilities.

The Executive Assistant to the Director of Operations is key to supporting and facilitating the Director's work across all their responsibilities.

Key Accountabilities:

- Provide high-level PA and administrative support for the Director of Operations, including diary management and meeting prioritisation.
- Ensure a regular information flow to the Director, allowing time for review, turnaround of documents and reallocation of priorities as needed.
- Prepare agendas, take accurate minutes and follow-up on meeting action points as required.
- Manage all internal and external enquiries, and correspondence ensuring follow up of issues and tracking their resolution.
- Develop and maintain positive and productive relationships with all stakeholders, contacts and colleagues.

- Maintain an up-to-date knowledge and understanding of all the Director's activities and responsibilities.
- Manage the smooth running of the Operations office and liaise with other departments as necessary, including IT, Facilities and Human Resources.
- Manage and develop efficient and effective administrative and information systems, including filing, archiving and storage.
- Oversee financial administration for the office, including raising of purchase orders and invoice handling and supporting the processing of expenses/credit card statements.
- Undertake research and data collection tasks as required.
- Provide project administration support to the Renewal Programme Director and Operations team.
- Co-ordinate the Director's attendance at events, including booking tickets and making travel arrangements.
- Receive visitors to the Operations office, managing meeting venues and refreshments, ensuring a positive and professional image is maintained.
- Assist the Director with any other administrative duties and project work as required.

Behaviours:

- Proactively demonstrate a commitment and contribution to the Royal Opera House's health and safety culture in all activities.
- Actively promote the value of diversity in all work; uphold the ROH values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards.
- Ensure confidentiality, in line with organisational policy and data protection requirements.
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments.
- Participate in the Executive PA Group to support information flow and positive cross-departmental communications.
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department.

The Royal Opera House is committed to creating a diverse and inclusive environment in which everyone can thrive.



PERSON SPECIFICATION

Minimum Knowledge, Skills and Experience

- A proven track record of Executive Support experience in a busy, multi-faceted office, with experience of complex diary management.
- Excellent people and relationship building skills, with the ability to operate successfully with people at all levels.
- Strong organisational skills, with the ability to prioritise activities, anticipate needs, plan effectively and be solutions-focused.
- Capability to work under pressure and manage a busy workload with high productivity and initiative.
- Confidence in working with senior team members and effectively dealing with executive-level matters, with the ability to maintain discretion and confidentiality.

Other Essential Knowledge, Skills and Experience

- Strong communication skills with a high standard of written and verbal English and a considerate, tactful approach.
- Competent and confident Microsoft Office user (solid use of Word, Excel and Outlook as a minimum; SharePoint experience desirable) and with self-sufficient administrative skills.
- Good drafting and report-writing/summarising skills ensuring accuracy and attention to detail; strong numeracy skills.
- Ability to research and prepare reports, briefings and presentations and other information-based tasks.
- Strong project administration skills and the ability to monitor, report on progress and problem-solve.
- Ability to understand the Director of Operations' priorities and assimilate new information, prioritising work and managing resources accordingly.
- A team player with a positive outlook and strong work ethic.
- Ability to deliver a highly professional and efficient service.

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.